

iDENprotect Enrollment Guide

Apply Mobile

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This guide describes how you can authenticate yourself in iDENprotect-compliant systems by enrolling your mobile device as an iDENprotect Enabled Device.

When you have successfully enrolled an iDENprotect Enabled Device, you can authenticate yourself in iDENprotect-compliant systems upon request by using a biometric sensor such as Touch ID fingerprint scan, or by entering your personal PIN code.

In a typical authentication scenario, you need to prove your identity to access a restricted enterprise resource, or to authorize a payment. To facilitate this, you use your iDENprotect Enabled Device to connect securely to a backend iDENprotect Server that automatically verifies your credentials and validates the authentication. The server connection is configured in the device during enrollment.

iDENprotect Enabled Devices are commonly integrated into enterprise solutions with MAM (Mobile Application Management) software. In this guide, the *iDENprotect for BlackBerry* application - available on the App Store for iOS - is used as an example on how to enroll the device.

After successful enrollment, whenever you're trying to login to an iDENprotect-secured system, the *iDENprotect for BlackBerry* App launches and requests your authentication.

Before you start

The enrollment process consists of **Registering** your mobile device in your organization's iDENprotect Server as an iDENprotect Enabled Device, and **Enrolling** yourself as the owner of the Device.

Before starting enrollment, make sure that:

- You have downloaded and installed *iDENprotect for BlackBerry* app from the App Store
- You have received a Blackberry Access Key. The Access Key contains 15 alphanumeric characters
- You have received your organization's iDENprotect Server URL

The Blackberry Access Key and iDENprotect Server URL are usually provided by your iDENprotect Administrator via email. Contact your Administrator if you have not received them.

Registration

When you're ready to register your mobile device:

1. Start the *iDENprotect for BlackBerry* app
2. Select **Locally installed security**

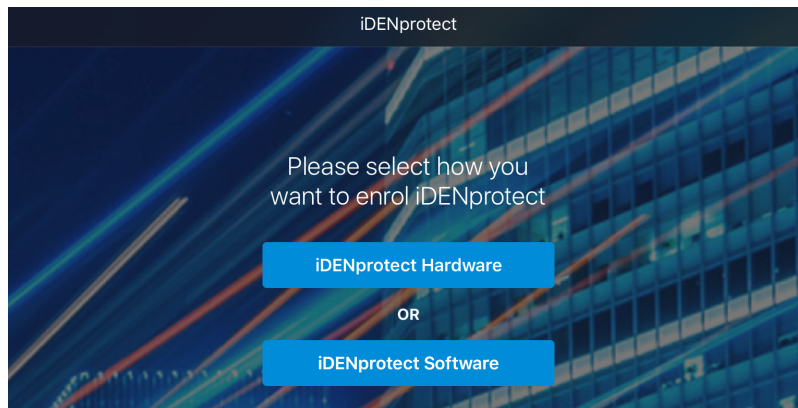


Figure 1. Launch Screen

3. Enter your **email address** and your organization's **iDENprotect Server URL**

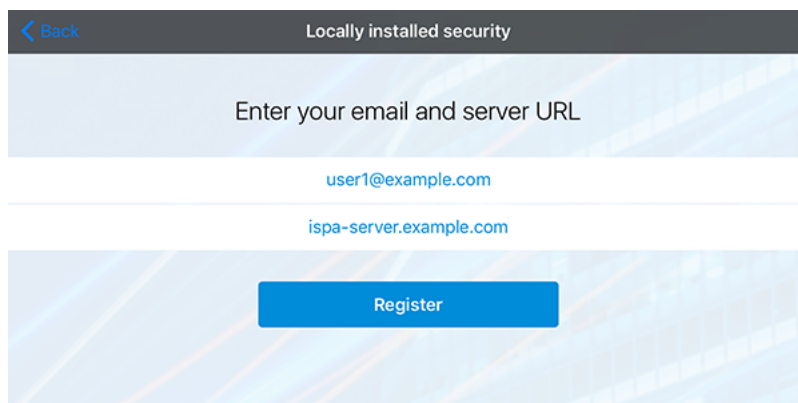


Figure 2. Entering iSPA Details

4. Click **Register**
5. Enter your email address and BlackBerry Access Key.

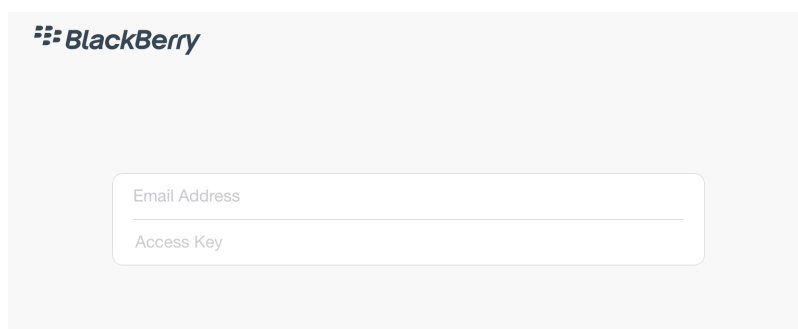


Figure 3. Logging into Good Dynamics

6. Click **Continue**

The mobile device is now **Registered** in the iDENprotect Server.

Next, your identity in the organization is validated, after which you will receive an Activation Code for your iDENprotect Enabled Device. Depending on your organization's service configuration, the validation may be immediate or require verification by an Administrator.

Usually, the Activation Code is delivered to you via email, but your organization may use other means of delivery. The Activation Code consists of 10 digits.

Enrollment

When you have received your Activation Code:

1. Open the *iDENprotect for BlackBerry* App again. The App may require you to authenticate yourself locally with Touch ID.

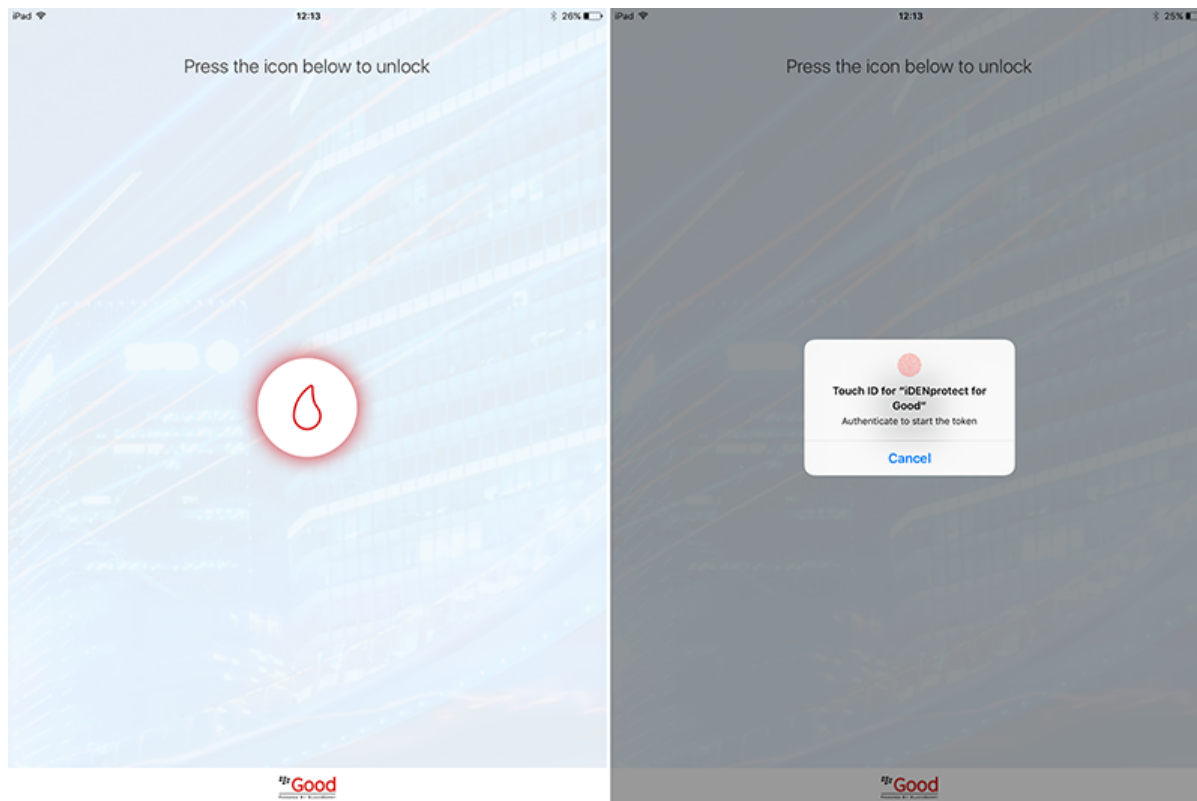


Figure 4. Unlocking the Device

2. Enter your Activation Code. The enrollment starts.

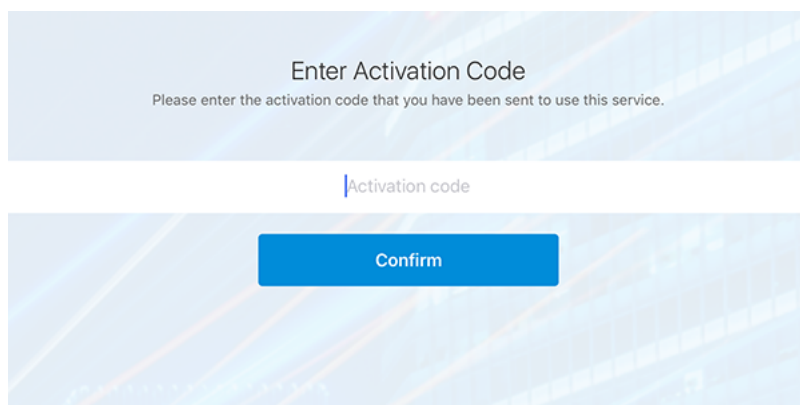


Figure 5. Entering an Activation Code

3. After the process has finished, click **Next**.
4. Enter a PIN code that you will use to authenticate yourself in future iDENprotect transactions, if biometric identification is not available. The PIN must be at least 6 digits long.

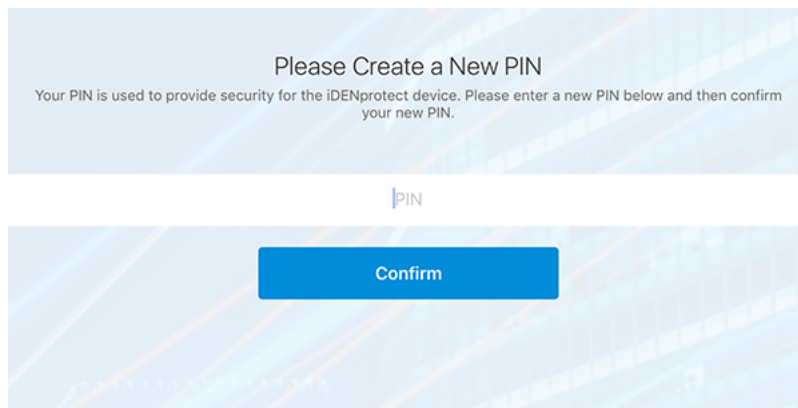


Figure 6. Entering a PIN Code

5. Confirm the PIN by entering it a second time.
6. Click on the **Synchronize with Good** button.
7. Authenticate yourself with Touch ID.

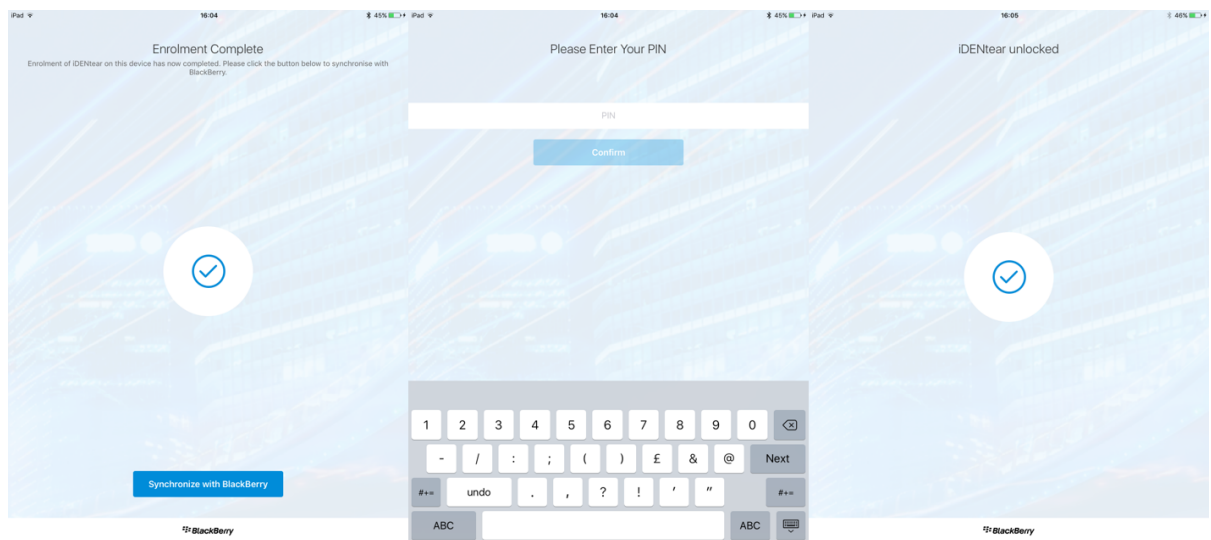


Figure 7. Final Steps

After you have successfully synchronized the iDENprotect Enabled Device with BlackBerry framework, the enrollment is complete and your mobile device is **Enrolled** in the iDENprotect Server as an iDENprotect Enabled Device.

The iDENprotect Enabled Device is now ready for use. For example, when downloading another application using the BlackBerry Dynamics Secure Mobility Platform, the device now gives you an option to authenticate yourself using iDENprotect:

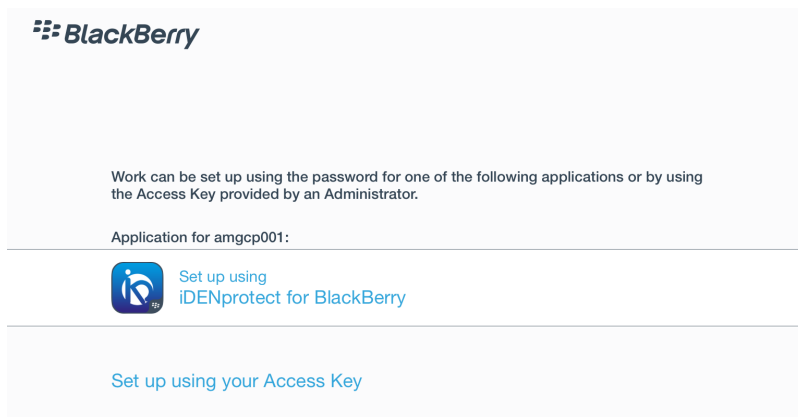


Figure 8. Selecting an Authentication Option

Troubleshooting

Due to the design of iOS, the *iDENprotect for BlackBerry* App remains in background instead of closing completely when it is swiped off screen. This feature can conflict with iDENprotect security controls, making the App unable to return to active state from background. To solve this, force the App to close:

1. Hit the home button twice to access the iOS app switcher
2. Swipe up the *iDENprotect for BlackBerry* application to fully close the App



You can repeat the force close procedure if the App hangs in the background in the future.